

CLAIMS

The embodiments of the invention in which an exclusive property or privilege is claimed are defined as follows:

- 1 1. A method for facilitating multiparty communication regarding leads,
2 comprising:
3 receiving initial information regarding a customer lead from a first
4 party;
5 identifying a second party to which to provide at least a portion of the
6 initial information;
7 providing at least a portion of said initial information to said second
8 party;
9 receiving updated information regarding said customer lead from said
10 second party; and
11 determining compensation owed by said second party based, at least in
12 part, on said updated information.
- 1 2. The method of claim 1, wherein said receiving initial information regarding a
2 customer lead from a first party includes at least one of the following:
3 allowing said first party to provide said initial information via a Web
4 site;
5 receiving said initial information via an electronic communication;
6 receiving said initial information at a Web site accessed by said first
7 party.
- 1 3. The method of claim 1, wherein said identifying a second party to which to
2 provide said initial information includes at least one of the following:
3 allowing said first party to select said second party from a plurality of
4 service providers; and
5 allowing said first party to identify a service needed by said customer
6 and identifying a party that can provide said service.

- 1 4. The method of claim 1, wherein said identifying a second party to which to
2 provide said initial information includes at least one of the following:
3 selecting said second party from a plurality of service providers;
4 determining a service needed by said customer based on said initial
5 information and identifying a party that can provide said service; and
6 receiving an identification of said second party from said first party.
- 1 5. The method of claim 1, wherein said identifying a second party to which to
2 provide said initial information includes:
3 determining a characteristic associated with said customer based, at
4 least in part, on said initial information;
5 determining a service associated with said characteristic; and
6 identifying a party that can provide said service.
- 1 6. The method of claim 1, wherein said providing at least a portion of said initial
2 information to said second party includes:
3 providing a notice to said second party regarding availability of at least
4 a portion of said initial information; and
5 allowing said second party to retrieve at least a portion of said initial
6 information.
- 1 7. The method of claim 1, wherein said providing at least a portion of said initial
2 information to said second party includes:
3 providing a notice to said second party regarding availability of at least
4 a portion of said initial information; and
5 allowing said second party access to said portion of said initial
6 information via a Web site.
- 1 8. The method of claim 1, wherein said providing at least a portion of said initial
2 information to said second party includes at least one of the following:

3 providing an electronic communication to said second party that
4 includes said at least a portion of said initial information; and
5 providing an electronic communication to said second party that
6 includes data indicative of a location of said at least a portion of said
7 information.

1 9. The method of claim 1, wherein said providing at least a portion of said initial
2 information to said second party includes at least one of the following:

3 providing an email message to said second party indicative of a receipt
4 of said initial information; and
5 providing an electronic communication to said second party indicative
6 of a receipt of information regarding said customer.

1 10. The method of claim 1, wherein said receiving updated information regarding
2 said customer lead from said second party includes at least one of the following:

3 allowing said second party to provide said updated information via a
4 Web site;
5 allowing said second party to access a Web site where said initial
6 information is stored and update said initial information via said Web site;
7 receiving said updated information via an electronic communication;
8 and
9 receiving said updated information at a Web site accessed by said
10 second party.

1 11. The method of claim 1, wherein said determining compensation owed by said
2 second party based, at least in part, on said updated information includes at least one
3 of the following:

4 determining a value of a transaction between said second party and
5 said customer;
6 determining existence of a transaction between said second party and
7 said customer and basing said compensation, at least in part, on said
8 transaction;

9 charging a fee to said second party for providing at least a portion of
10 said initial information; and
11 charging a fee to said second party per transaction between said second
12 party and said customer.

1 12. The method of claim 1, wherein said initial information includes at least one
2 of the following:

3 information regarding contact between said first party and said
4 customer;

5 a name of said customer;
6 contact information for said customer;
7 a postal address for said customer;
8 a description of said customer;
9 a characteristic of said customer; and
10 a customer identifier.

1 13. The method of claim 1, wherein said first party is a referral source.

1 14. The method of claim 1, wherein said second party is a service provider.

1 15. The method of claim 1, wherein said compensation is based on at least one of
2 the following:

3 a fee per transaction conducted between said second party and said
4 customer;
5 a percentage of revenue received by said second party as a result of a
6 transaction between said second party and said customer; and
7 a fee per customer contacted by said second party.

1 16. The method of claim 1, wherein said updated information includes at least one
2 of the following:

3 updated contact information for said customer;
4 updated postal address for said customer;

5 information regarding a transaction between said second party and said
6 customer;
7 information regarding a sale of services by said second party to
8 customer; and
9 information regarding contact between said second party and said
10 customer.

1 17. The method of claim 1, further comprising:
2 storing information regarding a plurality of service providers, wherein
3 said second party is one of said plurality of service providers.

1 18. The method of claim 17, further comprising:
2 creating a lead associated with said first customer and said second
3 party, wherein said lead includes at least part of said initial information.

1 19. The method of claim 18, wherein none of said plurality of service providers
2 other than said second party have access to said lead.

1 20. The method of claim 18, wherein said allowing said second party to access
2 said initial information includes allowing said second party to access said lead.

1 21. The method of claim 1, further comprising:
2 receiving initial information regarding a new customer lead from said
3 first party;
4 identifying a third party to which to provide said initial information
5 regarding said new customer;
6 providing at least a portion of said initial information regarding said
7 new customer lead to said third party; and
8 receiving updated information regarding said new customer lead from
9 said third party.

1 22. The method of claim 1, further comprising:

2 receiving said compensation.

1 23. The method of claim 1, further comprising:
2 providing at least a portion of said compensation to said first party.

1 24. The method of claim 1, further comprising:
2 determining an amount of said compensation to provide to said first
3 party.

1 25. The method of claim 1, further comprising:
2 determining a characteristic associated with said customer based, at
3 least in part, on said information.

1 26. The method of claim 1, wherein said characteristic includes at least one of the
2 following:
3 a description of property managed by said customer;
4 a description of property owned by said customer;
5 a description of property being developed by said customer;
6 a current need for a service expressed by said customer;
7 an expected need for a service of said customer;
8 a description of at least one business activity conducted by said
9 customer; and
10 a geographic location of said customer.

1 27. The method of claim 1, wherein said first party does not have access to said
2 updated information.

1 28. The method of claim 1, further comprising:
2 generating a report regarding said second party and at least one
3 customer lead associated with said second party.

1 29. The method of claim 28, further comprising:

2 providing said report to said second party.

1 30. The method of claim 1, wherein said first party generates said initial
2 information as a result of an interaction with said customer.

1 31. The method of claim 1, further comprising:
2 providing a notification of said compensation.

1 32. A method for facilitating multiparty communication regarding leads,
2 comprising:
3 receiving initial information regarding a first customer from a first
4 party;
5 identifying a second party to which to provide a notice regarding
6 availability of at least a portion of said initial information;
7 providing said notice to said second party;
8 allowing said second party to access said at least a portion of said
9 initial information; and
10 receiving updated information regarding said first customer from said
11 second party.

1 33. The method of claim 32, wherein said identifying a second party to which to
2 provide a notice regarding availability of at least a portion of said initial information
3 includes at least one of the following:
4 allowing said first party to select said second party from a plurality of
5 service providers;
6 allowing said first party to identify a service needed by said first
7 customer and identifying a party that can provide said service;
8 selecting said second party from a plurality of service providers;
9 determining a service needed by said customer based on said initial
10 information and identifying a party that can provide said service; and
11 receiving an identification of said second party from said first party.

1 34. The method of claim 32, wherein said identifying a second party to which to
2 provide a notice regarding availability of at least a portion of said initial information
3 includes at least one of the following:

4 determining a characteristic associated with said customer based, at
5 least in part, on said initial information; and
6 determining a service associated with said characteristic; and
7 identifying a party that can provide said service.

1 35. The method of claim 32, wherein said providing said notice to said second
2 party includes at least one of the following:

3 providing an electronic communication to said second party that
4 includes said notice;
5 providing an electronic communication to said second party that
6 includes data indicative of a location of said notice;
7 providing an email message to said second party indicative of a receipt
8 of said initial information; and
9 providing an electronic communication to said second party indicative
10 of a receipt of information regarding said customer.

1 36. The method of claim 32, wherein said allowing said second party to access
2 said at least a portion of said initial information includes at least one of the following:

3 allowing access by said second party to a Web site that includes said at
4 least a portion of said initial information;
5 allowing said second party to retrieve said at least a portion of said
6 information from a resource indicated in said notice; and
7 allowing said second party to access a resource indicated in said
8 notice; and
9 facilitating access by said second party to said at least a portion of said
10 initial information via a Web site.

1 37. The method of claim 32, further comprising:

2 storing information regarding a plurality of service providers, wherein
3 said party is one of said plurality of service providers.

1 38. The method of claim 32, further comprising:

2 receiving initial information regarding a second customer from a third
3 party;

4 identifying a fourth party to which to provide a notice regarding
5 availability of at least a portion of said initial information regarding said
6 second customer;

7 providing said notice regarding availability of at least a portion of said
8 initial information regarding said second customer to said fourth party; and

9 allowing said fourth party to access said at least a portion of said initial
10 information regarding said second customer.

1 39. The method of claim 32, further comprising:

2 receiving initial information regarding a second customer from said
3 first party;

4 identifying a third party to which to provide a notice regarding
5 availability of at least a portion of said initial information regarding said
6 second customer;

7 providing said notice regarding availability of at least a portion of said
8 initial information regarding said second customer to said third party; and

9 allowing said third party to access said at least a portion of said initial
10 information regarding said second customer.

1 40. The method of claim 32, further comprising:

2 determining compensation owed by said second party based, at least in
3 part, on said updated information.

1 41. The method of claim 40, further comprising:

2 receiving said compensation.

- 1 42. The method of claim 40, further comprising:
2 determining a least a portion of said compensation owed to said first
3 party.
- 1 43. The method of claim 40, further comprising:
2 providing at least a portion of said compensation to said first party.
- 1 44. The method of claim 40, further comprising:
2 creating a lead based, at least in part, on said initial information.
- 1 45. The method of claim 44, wherein said identifying a second party to which to
2 provide a notice regarding availability of at least a portion of said initial information
3 comprises:
4 identifying a second party to provide a notice regarding availability of
5 said lead.
- 1 46. The method of claim 44, wherein said allowing said second party to access
2 said at least a portion of said initial information comprises:
3 allowing said second party to access said lead.
- 1 47. The method of claim 44, wherein said first party is one of a plurality of service
2 providers and none of said plurality of service providers except said first party can
3 access said lead.
- 1 48. A method for facilitating access to information regarding at least one
2 customer, comprising:
3 facilitating creation of a first lead based, at least in part, on information
4 regarding a customer;
5 facilitating identification of a first party which will be allowed to
6 access said first lead;
7 providing a notice to said first party regarding availability of access to
8 said first lead; and

9 allowing said first party to access said first lead.

1 49. The method of claim 48, further comprising:
2 creating a second lead based, at least in part, on said information;
3 identifying a second party to which to provide a notice regarding
4 availability of said second lead;
5 providing said notice to said second party; and
6 allowing said second party to access said second lead.

1 50. The method of claim 48, further comprising:
2 receiving information regarding said customer.

1 51. The method of claim 50, wherein said first lead is based, at least in part, on
2 said information.

1 52. The method of claim 48, further comprising:
2 receiving updates to said information from said first party.

1 53. The method of claim 52, further comprising:
2 determining compensation owed by said first party based, at least in
3 part, on said updated information.

1 54. The method of claim 52, further comprising:
2 maintaining information regarding a plurality of service providers,
3 wherein said first party is one of said plurality of service providers.

1 55. A method for facilitating access to information regarding at least one
2 customer, comprising:
3 allowing a first party to create a lead regarding a customer;
4 allowing said first party to identify a second party to which to provide
5 said lead;

6 providing notice to said second party regarding availability of said
7 lead;
8 allowing said second party to access said lead; and
9 receiving updated information from said second party regarding said
10 customer.

1 56. The method of claim 55, further comprising:
2 determining compensation owed by said second party based, at least in
3 part, on said updated information.

1 57. A system for facilitating access to customer information, comprising:
2 a memory;
3 a communication port; and
4 a processor connected to said memory and said communication port, said
5 processor being operative to:
6 facilitate creation of a first lead based, at least in part, on information
7 regarding a customer;
8 facilitate identification of a first party which will be allowed to access
9 said first lead;
10 provide a notice to said first party regarding availability of access to
11 said first lead; and
12 allow said first party to access said first lead.

1 58. A computer program product in a computer readable medium for facilitating
2 exchange of customer information, comprising:
3 first instructions for generating a lead based, at least in part, on
4 information regarding a customer;
5 second instructions identifying a first party which will be allowed to
6 access said lead;
7 third instructions for sending a notice to said first party regarding
8 availability of access to said lead; and
9 fourth instructions for providing access said lead by said first party.